



6a. Scenarios Worksheet Instructor's Guide



Set-up

- Make copies of “Transaction Issues Scenarios Worksheet” for each trainee
- Review answer key

During the Activity

- Explain that the following exercise will help them learn how to react when faced with issues during WIC transaction process
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Discuss errors made
 - Emphasize need to comply with WIC rules and guidelines
 - Explain possible consequences to store
 - Explain possible consequences to WIC program
- Review other transaction issues
 - For a complete list, refer to section K11 in “WIC Cashiers Learning Objectives” found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions